

# Payment Policy

NHS fees are set annually by the government. Current fees are displayed in the practice and on our website. If you qualify for free treatment under the NHS please let us know when booking your appointment and bring proof of your exemption.

'Pay as you Go' private fees are available from reception and on our website.

Our practice membership plan enables patients to spread the cost of dental care by a simple and affordable monthly direct debit. Members also receive a 20% discount off treatment charges.

Prior to the commencement of any treatment, patients will be given a treatment plan with an estimate of the costs of the work required. It is normal procedure to take a deposit at the start of treatment and for final payment to have been made before the end of the course.

You may pay for your dental care by cheque, cash or debit/credit card. We accept all major credit/debit cards with the exception of American Express.



# Care Quality Commission

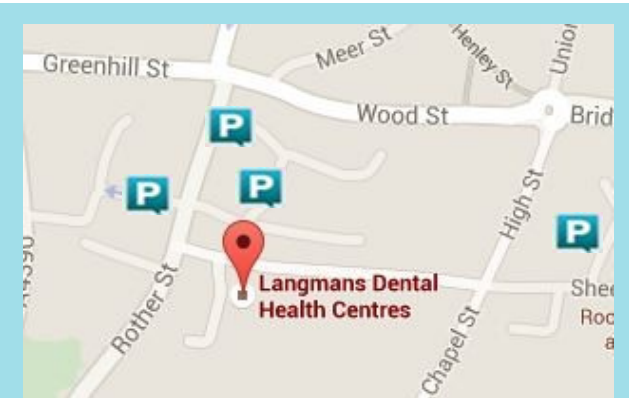
Both practices are registered with the Care Quality Commission, the independent regulator of all health and social care services in England. Full details and copies of our inspection reports can be found on [www.cqc.org.uk](http://www.cqc.org.uk). Dr David J Langman is the Registered Manager of both practices.

# NHS

The NHS contract for both practices is held by Partners Dr D J Langman and Dr AL Langman.

Further information about local NHS dental services may be obtained from NHS England, West Midlands.  
Address: NHS England, West Midlands, Wildwood, Wildwood Drive, Worcester, WR52LG.  
Telephone: 0113 825 3144  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

# How to find us



## Langmans @ Ely Place

28 Ely Street, Stratford Upon Avon, Warwickshire, CV37 6LW  
T: 01789 292460  
E: [enquiries@langmansdental.co.uk](mailto:enquiries@langmansdental.co.uk)

There is a car park located to the rear of the practice which includes a disabled space. Please note at busy times we cannot guarantee a space will be available but there are plenty of public car parks nearby as shown on the map above.



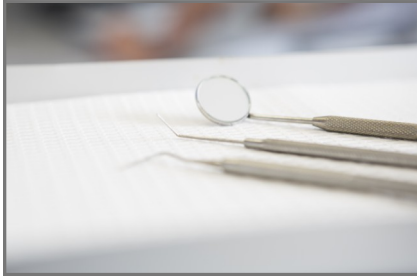
## Langmans @ Wellesbourne

2 Willow Drive, Wellesbourne, Warwick, CV35 9SB  
T: 01789 840786  
E: [enquiries@langmansdental.co.uk](mailto:enquiries@langmansdental.co.uk)

Car parking including disabled parking is available at the practice. There is also plenty of street parking nearby.



# Patient Information Leaflet



[www.langmansdental.co.uk](http://www.langmansdental.co.uk)



## Welcome To Our Dental Practice

We extend you a warm welcome to our long established family practices, offering an extensive range of high quality dental treatments carried out in a friendly and comfortable environment.

Our aim is to provide high quality dental care for you and your family through a preventative approach by helping you understand how to care for your teeth to reduce the need for treatment.

We take great pride in the quality of our dentistry and all our clinicians undertake regular postgraduate training.

We see patients both privately and on the NHS. If you wish to register as an NHS patient please check with our reception team to confirm whether we currently have NHS availability.

You can express a preference about which dentist you see and we will endeavour to accommodate your request. This may not always be possible. Please discuss your options with the receptionist when booking your appointment.

This leaflet explains how we work, introduces you to our team and outlines the treatments we offer. Should you have any further questions please ask us and we will be happy to assist you.

## Opening Hours

Monday	8.30am - 5.00pm
Tuesday	8.30am - 5.00pm
Wednesday	8.30am - 5.00pm
Thursday	8.30am - 5.00pm
Friday	8.30am - 5.00pm

Please note that the Wellesbourne practice is closed for lunch between 12.30pm - 1.30pm.

**Our practice grows primarily by word of mouth recommendation, so if you are happy with the dental care you receive we would appreciate your recommendations to friends and family.**

## Services

We offer a full range of dental treatments including:

- General Family Dentistry
- Dental Implants
- Hygienist Services
- Cosmetic Dentistry
- Tooth Whitening
- Invisible braces
- Same Day Denture Repairs
- Sedation

## Facilities For Less Able Patients

When you arrange your appointment please let us know if you have any special needs.

Both practices have been designed to meet the needs of disabled patients. They have wheelchair access, a disabled parking space, disabled toilet facilities and ground floor surgeries.

Our Stratford practice has a specially designed disabled surgery with tilting wheelchair platform that allows patients to be treated in their own wheelchair.

## How We Work

### Appointments

We will always try to see you on time, however, sometimes an appointment can over-run and cause delays. When this happens we will endeavour to keep you informed.

Should you need to cancel an appointment please give at least 24 hours notice so that we can offer your slot to someone else.

Several hours are wasted every week because patients don't attend appointments. For this reason NHS patients who miss two consecutive appointments may be denied further ones and the practice reserves the right to charge private patients and hygienist patients for cancellations or missed appointments without 24 hours notice. We thank you for your co-operation over this matter.

*"Brilliant! Great service from the minute you walk in to leaving."*

## Emergency Appointments

Wherever possible please contact us about emergencies during normal surgery hours and every effort will be made to see you as soon as possible.

If you are in urgent need of advice outside of surgery hours, please telephone the practice and our answer phone will give details of out of hours help. Alternatively you can get advice by calling NHS 111.

## Complaints Procedure

We aim to make your experience at the practice as pleasant as possible. However, if you feel you wish to complain about a treatment or particular aspect of your visit please consult your regular dentist initially who will advise you on the action that can be taken. If this is not appropriate or you wish to make a formal complaint, please consult the Practice Complaints Procedure which is available on our website or from a member of the reception team.

## Cross Infection Control

As you would expect we take patients and staff safety very seriously. The practice adheres to all health and safety and cross infection control guidelines set by the Department of Health and British Dental Association. Where possible, disposable items are used. Other instruments are sterilized in modern steam pressure autoclaves. If you wish to see our Health and Safety or Infection Control Policies, please ask at reception.

## Violent or Abusive Behaviour

Patients who are violent or abusive to staff, other patients or anyone else on the premises will be refused treatment and reported to the appropriate authorities.

## Patient Confidentiality

We take patient confidentiality extremely seriously and all personal information is treated in strictest confidence. Only members of staff have access to patient information and all patient records are securely stored. No information will ever be released to a third party without your express permission or where required by law. To see a copy of this policy or if you would like information regarding your rights to view your patient records please ask at reception.